

Instructions for Using Hawaii Tele-Claim

Introduction

Welcome to Hawaii Tele-Claim. This service is a computer-based interactive voice response system that is fast and easy to use.

You can use this service to:

!File weekly or biweekly claim certifications.

!Obtain information about your claim and the status of the last 4 weeks you filed for.

!Change your Personal Identification Number.

!Change your Name, Social Security Number, mailing address, and/or telephone number.

Our telephone service can be used only with a touch-tone telephone. If your phone has a tone/pulse switch, be sure it is set to tone. If you do not have a touch-tone telephone or touch-tone service, you can use a pay phone or borrow a phone from family or friends.

Call **643-2222** if you are filing your claim certifications from anywhere within Hawaii.

Call toll-free **1-877-215-5791** if you are filing claim certifications against Hawaii from another State, the District of Columbia, Canada, Puerto Rico, or the Virgin Islands.

Hours and Services

The telephone service is available 7 days a week Sunday through Saturday from 6:30 a.m. to midnight, Hawaii Standard Time. Periodically, however, the telephone service may be unavailable on Fridays and Saturdays due to scheduled maintenance. To avoid filing your claim certifications late, you are encouraged to file on Sundays or as early as possible during the week.

Note: If you are not calling from the United States, Canada, Puerto Rico, or the Virgin Islands, your call to Hawaii Tele-Claim cannot be completed, as claims are not allowed from countries with which we have no reciprocal claim filing agreements.

Hawaii Intrastate claimant filing from out-of-State.

If you were filing your claim certifications in Hawaii but are calling from out-of-State to file a weekly or bi-weekly claim, because you are temporarily out-of-State or plan to relocate, you can file your weekly or bi-weekly claim certification via telephone. Call toll-free **1-877-215-5791**. However, after your claim certification is filed, you must stay on the line to be transferred to a Customer Service Representative to clarify your status and change to an interstate claim if necessary.

Liabe Interstate claimant filing from within Hawaii

If you were filing from another State, the District of Columbia, Canada, Puerto Rico, or the Virgin Islands, and you are now in Hawaii and wish to file your claim certifications, you can call **643-2222**. However, after your claim certification is filed, you must stay on the line to be transferred to a Customer Service Representative to clarify your status and to change to an intrastate claim if necessary.

Your Personal Identification Number (PIN)

To use the telephone service, you need a Social Security Number and a Personal Identification Number (PIN).

Your PIN is a 4-digit number that is used with your Social Security Number to identify you when you use the telephone service. It protects you from having someone else file your claim. Do not disclose it to anyone.

Your local office will issue you a temporary PIN when you file a new, additional, or reopen claim, or if you were filing for benefits when the telephone service was implemented. If you do not have a PIN, please contact your claims office.

When you access the telephone service, you will be asked to enter your Social Security Number and your PIN. If you are using a temporary PIN, the telephone service will automatically route you to a process to change your temporary PIN to a confidential PIN of your own choosing. To create your own PIN, enter a 4 digit

number that you can remember but which cannot be easily guessed.

If you think someone else knows your PIN, call Hawaii Tele-Claim and select the option to change your PIN. (Note: PIN changes can be made only from 6:30 a.m. to 6:00 p.m.)

If you have forgotten your PIN, you can still use Hawaii Tele-Claim. After you have entered your Social Security Number and are asked to enter your PIN, press the # (pound) key. You will then be transferred to a Customer Service Representative for assistance.

Preparing for the Call

You should know the weekending date of the week or weeks that you will be claiming for. Refer to the weekending dates printed on the three part claim certification form that is mailed to you whenever you file a claim certification. If you are a bi-weekly filer, be sure to file for both weeks. If you filed an initial, additional, or reopened claim, the claims taker should have advised you of the weekending date(s) you should file for. If you are not sure of the weeks that you should be filing for, contact your claims office for assistance.

If you are filing a weekly or biweekly claim, you must have the following information to complete your claim certification:

- 1) If you worked during the week, the total number of hours that you worked for all employers including National Guard/military drill, self-employment, and any part-time or full-time job.
- 2) Your gross earnings (before any deductions, whether you were paid or not) for each employer you worked for during the week that you are claiming, including weekend drill or training for National Guard or military reserves, and any part-time or full-time job. Be sure to include remuneration for services from any source, including commissions and bonuses, tips or gratuities, and the cash value of all remuneration in any medium other than cash such as board or lodging.
- 3) The start date if you started working for a new employer during the week that you are claiming.
- 4) The amount of deductible income (such as residual pay, commissions, and backpay) you received during the week(s) you are claiming. Include any holiday or vacation pay even though you have not yet been paid.

Note: If you work part-time for the State Department of Education in different positions (tutor, A+ program, etc.) and/or for different schools, the telephone service will ask you only once if you work for the State Department of Education. You must therefore add up your earnings for all the work that you did in all positions and/or all schools during the week and enter the total amount when the system asks you to enter your gross earnings for the week you are claiming.

- 5) If you were self-employed during the week, the total number of self-employment hours you worked during the week.
- 6) If you have a Total or Part-total claim, the number of job contacts you made during each week that you are filing for.
- 7) If you were advised to register for work with the Workforce Development Division and to furnish your occupation code when you file your claim certification, your 9-digit occupation code.

If you do not have the above information, you will need to obtain the necessary information and call back to file your claim certification(s).

Using Your Telephone Keys

The following telephone keys are used to respond to questions asked by the system:

Press **1** for **YES**.
Press **9** for **NO**.
Press **0** (zero) for **Help** information
Press the Star (*) key to return to a previous question or menu

Do not press the # or other keys (such as 2, 3, etc.) unless you are instructed to do so or it is offered as an option.

Caution: If you press an invalid key, such as 2 instead of 9 (for No), and press an invalid key again after the same question is repeated, or fail to press any key after being asked twice, your call will be terminated and no claim will be filed. You will need to call back to file your claim. For assistance contact your nearest local office listed on page 4 of these instructions.

Yes/No questions. Press 1 (Yes) or 9 (No). You can also press the 0 key (Help) or the Star (*) key to have the prior question repeated. Any other keys are invalid and could terminate your call.

Hours worked. Enter the number of hours and press the # key. Disregard any fractions. Example: If you

worked 19-1/2 hours, press 19#. Be sure to press the # key to complete your entry. Do not enter 0# or #only, which are invalid entries.

Gross earnings or deductible income. Enter the dollar amount and press the # key. Disregard any cents. Example: Enter \$199.99 by pressing 199#. Be sure to press the # key to complete your entry.

Dates. Enter 2 digits for the month, 2 digits for the day, and two digits for the year. Example: Enter January 1, 2000 by pressing 010100. The month cannot be greater than 12. The day cannot be greater than 31.

Multiple Choice (Menu). Press one of the keys mentioned in the menu to make your selection. Except for the 0 and Star (*) keys, do not press any other keys. For example, you can press 1, 2, 3, 4, or 5 to respond to the following menu of options: *"Enter the reason for your separation. If you were laid off due to a lack of work, press 1 now. If you quit, press 2. If you were discharged, press 3. If you were suspended, press 4. Otherwise, press 5."*

Correcting Mistakes

If you press a wrong key (such as 1 (Yes) instead of 9 (No), or enter the wrong number of hours worked or gross earnings), press the Star (*) key to see if you can repeat the prior question and change your answer. If you cannot correct your response with the Star key, hang-up and try again. No claim will be filed and no record will be kept of your responses.

If you already filed your claim and realize you made an error or provided incorrect information, call your nearest claims office immediately. (See page 4 for local office telephone numbers.)

Selecting the Options in Hawaii Tele-Claim

The following options are available in Hawaii Tele-claim:

- 1-File a claim certification**
- 2-Claim Status Inquiry**
- 3-Change PIN**
- 4-Change Name/Address/Social Security Number/Telephone number**
- 5-Complete the claim filing process, etc.**

Press **1** to file your weekly or bi-weekly claim certification.

Press **2** to obtain information about the status of your claim such as the total benefits payable to you, the

remaining balance, any overpaid benefits, and the status of the last 4 weeks you filed for.

Press **3** to change your Personal Identification Number. (PIN changes can be made only from 6:30 a.m. to 6:00 p.m.)

Press **4** to change your name, Social Security Number, mailing address, and/or telephone number. (These changes can be made only during office hours from 7:45 a.m. to 4:00 p.m., Monday through Friday, excluding State holidays.)

Press **5** if you had called earlier and were directed to select this option to speak with a Customer Service Representative to complete the claim filing process or furnish additional information, etc. (This option can only be used during office hours from 7:45 a.m. to 4:00 p.m., Monday through Friday, excluding State holidays.)

Filing Weekly or Biweekly Claims

After you have entered your Social Security Account Number, Personal Identification Number (PIN), and agreed to the claim filing requirements, you will need to answer the following questions for each week that you file a claim certification by telephone:

!Did you perform any work during the week such as self employment, weekend drill or active duty for the National Guards or Reserves, or a part-time or full-time job? (If you answer that you did work, you will then be asked to enter the total number of hours that you worked during the week, and the gross wages for National Guard/Reserves, and/or any new employment. You will also need to answer questions relating to self-employment, if any.)

!Did you receive residual pay, commissions, or other deductible income such as backpay, holiday pay or vacation pay?

!Did you refuse any work or referral to work?

!Were you physically able to work?

! Were you available for work?

! Did you look for work? (You will not be asked this question if you are a partial claimant.)

!How many employers did you contact for work during the week? (You will not be asked this question if you are a partial claimant.)

!Did you maintain a record of job contacts made during the week? (You will not be asked this question if you are a partial claimant.)

If you are still employed by one or more regular or part-time employers (a Partial or Part-total claimant), you will also be asked for the following information regarding each of those employers:

!Did you work for {your employer's name will be spoken here} during the weekending {week you are filing for}?

!Enter the gross dollar amount earned from the employer followed by the pound (#) key

!Did you accept all work offered by {your employer's name will be spoken here} during the week?

!Were you still employed by {name of your employer} as of {the weekending date you are filing for}?

! If you are separated from the employer, you will be asked to enter the reason for your separation. If you were laid off due to a lack of work, press 1. If you quit, press 2. If you were discharged, press 3. If you were suspended, press 4. Otherwise, press 5.

After you have answered all of the questions necessary to file your claim, your responses will be spoken by the telephone filing system and you will be asked to confirm whether your responses are correct. If you agree that your responses are correct, press 1. If you wish to hear your answers again, press 2. If you wish to change any of your answers, press 3, but note that you will be need to re-enter all of your responses again.

If you agree that your responses are correct and you press 1 (Yes), you will then be asked to file for the week. Press 1 again to file your claim. Be sure you hear the words "Your claim for {weekending date} has been filed" to confirm that your claim was filed. Remain on the line until you hear the words "Good bye."

Caution: If you do not hear that your claim has been filed, no claim has been filed and you will need to call again to file your claim.

If you are filing for a biweekly period and have completed filing for the first week, press 1 (Yes) when you are asked if you wish to file for another week so you can file for the second week.

If your call needs to be transferred to a Customer Service Representative (CSR) to change your mailing address, report the name of your new employer, etc., the telephone service will inform you of the reason for the transfer and transfer you to an available CSR. If all our Customer Service Representatives are busy or you are calling outside of office hours, the telephone service will provide instructions for entering a phone number where you can be reached the next business day or what you need to do if you choose to call back.

The Practice Line

A telephone line is available for you to practice filing claim certifications and trying other menu options. No claims are actually filed and no record is created. For more information refer to the *Using the Practice Line* instructions following this section.

If You Need Help

If you need assistance, please contact your nearest claims office listed below:

Honolulu Claims Office	586-8970 or 586-8971
Kaneohe Claims Office	233-3677
Waipahu Claims Office	675-0030
Kauai Claims Office	274-3043
Hilo Claims Office	974-4086
Kona Claims Office	322-4822
Maui Claims Office	984-8400
Molokai Claims Office	553-1750

Call Transfers

USING THE PRACTICE LINE

To use the Practice Line, call the following telephone number using a touch-tone telephone:

Within Hawaii – **643-7529 (643-PLAY)**

Outside of Hawaii – Toll free **1-877-898-5984**

The Practice line is available 7 days a week from Sunday through Saturday, 6:30 a.m. to midnight, Hawaiian Standard Time.

The Practice Line is only for practice in using Hawaii Tele-Claim. No claims are filed or created. You are encouraged to call it as often as you wish to familiarize yourself with the questions (called “prompts”) that you will be asked and the keys used by the system. If you need assistance, please refer to the *Instructions for Using Hawaii Tele-Claim* or contact your nearest local office.

Use the following Social Security Number and Personal Identification Number (PIN):

Total Claim	888-88-8881	PIN 1234
Part-Total	888-88-8882	PIN 1234
Partial	888-88-8883	PIN 1234

When using the Practice Line, the following keys are used:

Press 1 for Yes . Press 9 for No . Press 0 for Help .

Use the table below to practice entering responses. Or you can enter your own responses. If you make a mistake, press the Star (*) key to see if you can repeat the prior prompt and change your answer. If you cannot correct your response with the Star key, hang-up and try again.

Prompt	Total Claim	Part-Total Claim	Partial Claim
Note: Bracketed numbers [1], etc. are for reference purposes only and are not spoken.			
[1] <i>Welcome to Hawaii Tele-Claim. You have reached the Practice Line. If you are calling from a touch-tone telephone, press 1 now.</i>	Press 1 to verify touch-tone telephone.	Press 1 to verify touch-tone telephone	Press 1 to verify touch-tone telephone
[2] <i>Using the keys on your touch-tone telephone, select one of the following options. You may make your selection at any time. If this is the first time you have used this system or would like additional instructions, press 0. To file a weekly or bi-weekly claim certification, press 1. To inquire about the status of your claim and the most recent payments, press 2. To change your Personal Identification Number, press 3. To change your Social Security Number, name, address, or telephone number, press 4. If you were previously instructed to call back and select Option 5 from the Main Menu, press 5.</i>	Press 1 to select <i>File a weekly or biweekly claim certification</i> . (If this is the first time you are using this system, you may wish to press 0 to hear additional instructions before selecting an option from the main menu.)	Press 1 to select <i>File a weekly or biweekly claim certification</i> . (If this is the first time you are using this system, you may wish to press 0 to hear additional instructions before selecting an option from the main menu.)	Press 1 to select <i>File a weekly or biweekly claim certification</i> . (If this is the first time you are using this system, you may wish to press 0 to hear additional instructions before selecting an option from the main menu.)
[3] <i>Enter your 9 digit Social Security Number.</i>	Press 888888881	Press 888888882	Press 888888883
[4] <i>Enter your four digit Personal Identification Number. If you have forgotten your PIN, press the # key.</i>	Press 1234	Press 1234	Press 1234

	TOTAL	PART-TOTAL	PARTIAL
<i>[5] By using this telephone system to file for Unemployment Insurance benefits, you agree to have your responses become part of your Unemployment Insurance claim record. Answer all the following questions truthfully and accurately for each week that you are requesting benefits. Giving false information to receive unemployment benefits can result in a loss of benefits, fines and imprisonment. If you understand this message press 1. To repeat this message press 2. If you do not understand press 9.</i>	Press 1 for Yes. (Note: Since this is a practice call, no record is created; however when you actually file your claims, your responses will become part of your claim record.)	Press 1 for Yes. (Note: Since this is a practice call, no record is created; however when you actually file your claims, your responses will become part of your claim record.)	Press 1 for Yes. (Note: Since this is a practice call, no record is created; however when you actually file your claims, your responses will become part of your claim record.)
<i>[6] If this is the first time you have filed your claim by telephone, please listen to the following instructions. To skip these instructions, press 1. If you hang up before the system tells you that your claim has been filed, your answers will not be recorded and you will have to call again. To file your claim you need to have the following information available, if applicable: 1) Earnings for each week, 2) Total hours worked for each week, 3) Number of employers contacted for work during the week, 4) Start date for new employment, and 5) Other deductible income described in your handbook. Please hold while we access your information.</i>	Do not press any key. Press 1 if you have heard these instructions before and do not wish to hear them again.	Do not press any key. Press 1 if you have heard these instructions before and do not wish to hear them again.	Do not press any key. Press 1 if you have heard these instructions before and do not wish to hear them again.
<i>[7] Are you filing for the week ending {expected filing week ending date}? If yes, press 1 now. Otherwise press 9.</i>	Press 1 to accept the date spoken	Press 1 to accept the date spoken	Press 1 to accept the date spoken
<i>[8] Did you perform any work during the week such as self-employment, weekend drill or active duty for the National Guard or Reserves, or a part-time or full-time job? If you worked during the week, press 1 now. Otherwise press 9.</i>	Press 9 for No. (Note: The next prompt is #[17].)	Press 1 for Yes	Press 1 for Yes
<i>[9] Enter the total hours worked for all employers during the week, followed by the pound (#) key. Please be sure to include all self-employment and military service in addition to hours worked in regular employment.</i>	[This question is not asked for Total claims unless you pressed 1 (Yes) at question #[8].]	For practice, press 20# (for 20 hours.)	For practice, press 20# (for 20 hours.)
<i>[10] Did you perform weekend drill or active duty for the Reserves or National Guard? If yes, press 1 now. Otherwise press 9.</i>	[This question is not asked for Total claims unless you pressed 1 (Yes) at question #[8].]	Press 9 for No.	Press 9 for No.

	TOTAL	PART-TOTAL	PARTIAL
[11] Were you self-employed during the week? If you were self employed, press 1 now. Otherwise press 9.	[This question is not asked for Total claims unless you pressed 1 (Yes) at question #[8].]	Press 9 for No.	Press 9 for No.
[12] Did you work for {Employer} during the week? If yes, press 1 now. Otherwise press 9.	[This question is not asked for Total claims.]	Press 1 for Yes, even if the employer name spoken is <u>not</u> your employer. When you actually file your claim, the name of your employer will be spoken.	Press 1 for Yes, even if the employer name spoken is <u>not</u> your employer. When you actually file your claim, the name of your employer will be spoken.
[13] Enter the gross dollar amount earned from this employer followed by the pound key.	[This question is not asked for Total claims.]	For practice, press 200# (for 200 dollars).	For practice, press 200# (for 200 dollars).
[14] Did you accept all work offered by { Employer name} during the week? If yes, press 1 now. Otherwise press 9.	[This question is not asked for Total claims.]	Press 1 for Yes.	Press 1 for Yes.
[15] Were you still employed by {Employer name} as of {weekending ____}? If yes, press 1 now. Otherwise press 9.	[This question is not asked for Total claims.]	Press 1 for Yes.	Press 1 for Yes.
[16] If you started working for any new employers during the week press 1 now. Otherwise press 9.	[This question is not asked for Total claims unless you pressed 1 (Yes) at question #8.]	Press 9 for No	Press 9 for No
[17] Did you receive residual pay, commissions, or other deductible income described in your handbook? If yes, press 1 now. Otherwise press 9.	Press 9 for No	Press 9 for No	Press 9 for No
[18] Did you refuse any work or referral to work? If you refused work, press 1 now. Otherwise press 9.	Press 9 for No	Press 9 for No	Press 9 for No
[19] Were you physically able to work? If you were physically able to work, press 1 now. Otherwise press 9.	Press 1 for Yes	Press 1 for Yes	Press 1 for Yes
[20] Were you available for work? If you were available for work, press 1 now. Otherwise press 9.	Press 1 for Yes	Press 1 for Yes.	Press 1 for Yes (Note: The next prompt is [24].)
[21] Did you look for work? If you looked for work, press 1 now. Otherwise press 9.	Press 1 for Yes	Press 1 for Yes	[This question is not asked for Partial claims.]
[22] Enter the number of employers you contacted for work followed by the pound (#) key or if you obtain work through your union, enter 1 followed by the pound key.	For practice, press 2# (for 2 employers contacted.)	For practice, press 2# (for 2 employers contacted.)	[This question is not asked for Partial claims.]
[23] Did you maintain a record of job contacts made during the week? If Yes, press 1 now. Otherwise press 9.	Press 1 for Yes	Press 1 for Yes	[This question is not asked for Partial claims.]

	TOTAL	PART-TOTAL	PARTIAL
[24] Your responses will be recapped and you will hear the following statement: <i>The law imposes penalties for false statements for the purpose of obtaining benefits. Do you certify that your responses were true and correct? If yes, press 1 now. If you would like to hear your answers again, press 2. To change your responses, press 3. To exit the system without filing a claim, press 4. For a further explanation, press 0.</i>	Press 1 to accept the answers. Press 2 to repeat the summary of responses.	Press 1 to accept the answers. Press 2 to repeat the summary of responses.	Press 1 to accept the answers. Press 2 to repeat the summary of responses.
[25] Do you wish to file this claim? If yes, press 1 now. Otherwise press 9.	Press 1 to file your claim.	Press 1 to file your claim.	Press 1 to file your claim.
[26] Congratulations, you have successfully completed the practice exercise in filing a claim certification for benefits.	Do not press any key. Since this is only a practice call, no claim is actually filed. However, when you call to file your own claims, be sure you hear the words <i>Your claim for {weekending ____} has been filed</i> to confirm that your claim has been filed.	Do not press any key. Since this is only a practice call, no claim is actually filed. However, when you call to file your own claims, be sure you hear the words <i>Your claim for {weekending ____} has been filed</i> to confirm that your claim has been filed.	Do not press any key. Since this is only a practice call, no claim is actually filed. However, when you call to file your own claims, be sure you hear the words <i>Your claim for {weekending ____} has been filed</i> to confirm that your claim has been filed.
[27] Would you like to file for another week? If yes, press 1 now. Otherwise press 9.	Press 9 for No. Since this is only a practice exercise, you do not need to file for a second week. However, when you do file your actual claim certifications for a bi-weekly period, you should press 1 . You will need to answer all the questions for the second week as you did for the first week starting from prompt #[7].	Press 9 for No. Since this is only a practice exercise, you do not need to file for a second week. However, when you do file your actual claim certifications for a bi-weekly period, you should press 1 . You will need to answer all the questions for the second week as you did for the first week starting from prompt #[7].	Press 9 for No.
[28] Has your name, mailing address or telephone number changed since you last filed a claim? If yes, press 1 now. Otherwise press 9.	Press 9 for No. (This is the prompt you will hear after you have filed for the second week, or if you pressed 9 at the previous prompt to indicate that you did not wish to file for another week.)	Press 9 for No. (This is the prompt you will hear after you have filed for the second week, or if you pressed 9 at the previous prompt to indicate that you did not wish to file for another week.)	Press 9 for No.
[29] Thank you for calling Hawaii Tele-Claim. Goodbye.	Do not press any key. This should be the last prompt you hear before the call is terminated. You may now hang up.	Do not press any key. This should be the last prompt you hear before the call is terminated. You may now hang up.	Do not press any key. This should be the last prompt you hear before the call is terminated. You may now hang up.